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UNITED STATES PATENT AND TRADEMARK OFFICE

 COMMISSIONER FOR PATENTS
 UNITED STATES PATENT AND TRADEMARK OFFICE
 WASHINGTON, D.C. 20231
 www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/995,027	11/27/2001	Anthony J. Dezonno	83766

CONFIRMATION NO. 9621

FORMALITIES LETTER



OC000000007183494

 Welsh & Katz, Ltd.
 Eric D. Cohen
 22nd Floor
 120 South Riverside Plaza
 Chicago, IL 60606

Date Mailed: 12/11/2001

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(l) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

The application is informal since it does not comply with the regulations for the reason(s) indicated below.

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
 - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

*A copy of this notice **MUST** be returned with the reply.*

01/30/2002 YPOLITE1 00000111 032470 09995027

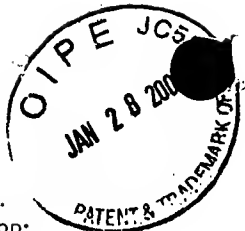
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Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE



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Sector #

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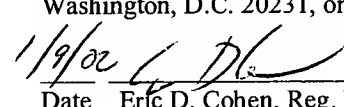
January 9, 2002

Box Missing Parts
Commissioner for Patents
Washington, D.C. 20231

Re: Patent Application of Dezonno
Serial No. 09/995,027
Filed: November 27, 2001
METHOD AND SYSTEM FOR ROUTING
TRANSACTIONS IN AN AUTOMATIC
CALL DISTRIBUTION SYSTEM BASED ON
NON-VOICE DIALOG AGENT SKILL SET
Our File No. 6065-83766

CERTIFICATE OF MAILING

I hereby certify that this paper is being deposited with the United States Postal Service as first-class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on this date.

1/9/02 
Date Eric D. Cohen, Reg. No. 38,110

Dear Sir:

Enclosed herewith are the following:

1. Transmittal Letter (in duplicate);
2. Copy of Notice to File Missing Parts of Nonprovisional Application;
3. Response to Notice to File Missing Parts of Application (in duplicate);
4. Executed Declaration and Power of Attorney;
5. Three (3) sheets of formal drawings; and
6. Postcard.

The Commissioner is hereby authorized to charge any fees which may be required, or credit any overpayment, to Deposit Account 03-2470.

Very truly yours,

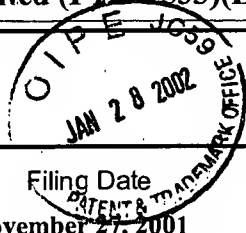
WELSH & KATZ, LTD.

By


Eric D. Cohen

**Response To Notice To File Missing Parts Of Application
Filing Date Granted (PTO-1533)(Large Entity)**Docket No.
83766

In Re Application Of: Dezonno

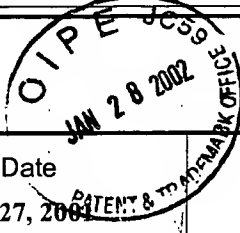
Serial No.
09/995,027Filing Date
November 27, 2001Examiner
Not Yet AssignedGroup Art Unit
2643Invention: **METHOD AND SYSTEM FOR ROUTING TRANSACTIONS IN AN AUTOMATIC CALL
DISTRIBUTION SYSTEM BASED ON NON-VOICE DIALOG AGENT SKILL SET**TO THE ASSISTANT COMMISSIONER FOR PATENTS:Box Missing PartsThis is a response to the Notice to File Missing Parts of Application - Filing Date Granted (PTO-1533) mailed on
December 11, 2001

Date

Enclosed herewith for filing are the following:

- ☒ A copy of the Notice to File Missing Parts of Application - Filing Date Granted (PTO-1533). **(REQUIRED)**
- ☐ An oath or declaration in compliance with 37 CFR 1.63, including residence information and identifying the application by the above Application Number and Filing Date.
- ☒ A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date.
- ☐ An oath or declaration in compliance with 37 CFR 1.63 listing the names of all inventors and signed by the omitted inventor(s), identifying this application by the above Application Number and Filing Date.
- ☐ A verified English translation of the non-English language application papers as originally filed. It is requested that this translation be used as the copy for examination purposes in the United States Patent and Trademark Office.
- ☒ Other (list):

Three (3) sheets of formal drawings

Response To Notice To File Missing Parts Of Application
Filing Date Granted (PTO-1533)(Large Entity)Docket No.
83766In Re Application Of: **Dezonne**Serial No.
09/995,027Filing Date
November 27, 2001Examiner
Not Yet AssignedGroup Art Unit
2643Invention: **METHOD AND SYSTEM FOR ROUTING TRANSACTIONS IN AN AUTOMATIC CALL
DISTRIBUTION SYSTEM BASED ON NON-VOICE DIALOG AGENT SKILL SET**TO THE ASSISTANT COMMISSIONER FOR PATENTS:Box Missing Parts☒ Completion of application fees as calculated below:

- | | |
|---|-----------------|
| <input type="checkbox"/> Utility application filing fee | _____ |
| <input type="checkbox"/> Design application filing fee | _____ |
| <input type="checkbox"/> Total number of independent claims = _____ | _____ |
| <input type="checkbox"/> Total number of claims = _____ | _____ |
| <input type="checkbox"/> Multiple dependent claims | _____ |
| <input checked="" type="checkbox"/> Surcharge for late payment of filing fee and/or late filing of original declaration or oath | \$130.00 |
| <input type="checkbox"/> Petition and fee for filing by other than all the inventors or a person not the inventor | _____ |
| <input type="checkbox"/> Fee for processing an application filed with a non-English language specification | _____ |
| <input type="checkbox"/> Fee for processing and retention of application | _____ |

Total completion of application fees **\$130.00**

This is a request under the provisions of 37 CFR 1.136(a) to extend the period for filing a response to the above-identified Notice to File Missing Parts of Application. The requested extension is as follows (check time period desired). If an additional time extension is required, please consider this a petition therefor.

☐ One month ☐ Two months ☐ Three months ☐ Four months ☐ Five monthsfrom: _____ until: _____
Date Date

Total time extension fees _____

Total fees due **\$130.00**

**Response To Notice To File Missing Parts Of Application
Filing Date Granted (PTO-1533) (Large Entity)**

Docket No.
83766

In Re Application Of: **Dezonno**

Serial No.
09/995,027

Filing Date
November 27, 2001

Examiner
Not Yet Assigned

Group Art Unit
2643

Invention: **METHOD AND SYSTEM FOR ROUTING TRANSACTIONS IN AN AUTOMATIC CALL
DISTRIBUTION SYSTEM BASED ON NON-VOICE DIALOG AGENT SKILL SET**

TO THE ASSISTANT COMMISSIONER FOR PATENTS:

Box Missing Parts

The fee of **\$130.00** is to be paid as follows:

- ☐ A check in the amount of the fee is enclosed.
- ☒ The Commissioner is hereby authorized to charge any fees which may be required, or credit any overpayment, to Deposit Account No. **03-2470**
A duplicate copy of this sheet is enclosed.
- ☒ If an additional extension of time is required, please consider this a petition therefor and charge any additional fees which may be required to Deposit Account No. **03-2470**
A duplicate copy of this sheet is enclosed.

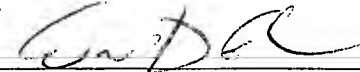


Signature

Eric D. Cohen, Esq., Reg. No. 38,110

Dated: **January 9, 2002**

I certify that this document and fee is being deposited on **January 9, 2002** with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.



Signature of Person Mailing Correspondence

Eric D. Cohen, Esq., Reg. No. 38,110

Typed or Printed Name of Person Mailing Correspondence

CC: